

**VIA FACSIMILE NO.: 703-872-9306**

**PATENT**  
**SWA01 P-105A**

**OFFICIAL**

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Serial No. : 10/820,670 Confirmation No.: 8045  
Applicants : Alan G. Doherty, Neil S. Rieck,  
Stephen M. Kennel, Terry J. Shannon  
and Robert H. Yip  
Filed : April 8, 2004  
Art Unit : 2661  
For : METHOD AND SYSTEM FOR FACILITATING  
TELECOMMUNICATIONS SERVICE PROVISIONING  
AND SERVICE ASSURANCE  
Atty Docket No. : SWA01 P-105A  
Customer No. : 28101

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**JUL 06 2004**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:


**CERTIFICATION OF FACSIMILE TRANSMISSION**

I hereby certify that the following papers are being facsimile transmitted to the  
Patent and Trademark Office on the date shown below:

1. Supplemental Preliminary Amendment (11 pages)
2. Claims as Amended form (1 page)

**YOU SHOULD RECEIVE A TOTAL OF THIRTEEN (13) PAGES.**

Dated: July 6, 2004.

  
Donna J. Raaymakers  
Van Dyke, Gardner, Linn & Burkhart, LLP  
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 P.O. Box 1450  
 Alexandria, VA 22313-1450

Dear Sir:

Transmitted herewith is an amendment in the above-identified application.  
 The fee has been calculated as shown below:

CLAIMS AS AMENDED

	Col. 1		Col. 2	Col. 3	Small Entity		Other Than a Small Entity	
	Claims Remaining After Amendment		Highest No. Previously Paid For	Present Extra	Rate	Add'l Fee	Rate	Add'l Fee
Total Claims	* 46	Minus	** 20	= 25	x \$ 9	\$ -	x \$ 18	\$ 450
Independent Claims	* 4	Minus	*** 3	= 1	x \$43	\$ -	x \$ 86	\$ 86
First Presentation of Multiple Dependent Claims \$145						\$ -	x \$290	\$ 0
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT						\$ -		\$ 536

- \* If the entry in Col. 1 is less than the entry in Col. 2, write "0" in Col. 3
- \*\* If the "Highest No. Previously Paid For" IN THIS SPACE is less than 20, write "20" in this space.
- \*\*\* If the "Highest No. Previously Paid For" IN THIS SPACE is less than 3, write "3" in this space.


The "Highest No. Previously Paid For" (Total or Independent) is the highest number found from the equivalent box in Col. 1 of a prior amendment or the number of claims originally filed.

1. \_\_\_\_\_ Small entity status of this application 37 CFR 1.9 and 1.27 has been established by a verified statement previously submitted or is enclosed.
2. \_\_\_\_\_ No additional fee is required.
3. \_\_\_\_\_ A check in the amount of \$\_\_\_\_\_ is attached.
4.  X  Please charge the fee due of \$536 and any additional fees that may be due to Deposit Account No. 22-0190.

VAN DYKE, GARDNER, LINN & BURKHART, LLP

Dated: July 6, 2004.

By:

  
 Frederick S. Burkhardt  
 Registration No. 29 288  
 P.O. Box 888695  
 Grand Rapids, Michigan 49588-8695  
 (616) 988-4104

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Dear Sir:

SUPPLEMENTAL PRELIMINARY AMENDMENT

The above-identified application was filed on April 8, 2004, with a Preliminary Amendment. Prior to examination, Applicants wish to further amend the application as follows:

Amendments to the claims are reflected in a listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 11 of this paper.

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